

ABSTRACT

It is an objective of the present invention to provide an exchange capable of answering an incoming call on a higher priority even in a state where the incoming traffic to an extension group is so high that incoming calls are placed on hold without being answered.

The exchange comprises a controller, once the extension stations are now ready for answering calls, which references the queuing table 15d to determine that two or more extension groups have calls waiting to be answered, and determines the extension group whose calls to be answered are to terminate to an extension station 2, in accordance with the priority of the extension group to which the call to be answered belongs.